



204039

# STIC EIC 2100 Search Request Form

Today's Date:

10/6/06

What date would you like to use to limit the search?

Priority Date:

Other:

Name Susan Raygas

AU 2167 Examiner # 77889

Room # 3C05 Phone X1675

Serial # 101828,697

Format for Search Results (Circle One):

PAPER

DISK

EMAIL

Where have you searched so far?

USP DWPI EPO JPO ACM IBM TDB

IEEE INSPEC SPI Other \_\_\_\_\_

Is this a "Fast & Focused" Search Request? (Circle One) YES NO

A "Fast & Focused" Search is completed in 2-3 hours (maximum). The search must be on a very specific topic and meet certain criteria. The criteria are posted in EIC2100 and on the EIC2100 NPL Web Page at <http://ptoweb/patents/stic/stic-tc2100.htm>.

What is the topic, novelty, motivation, utility, or other specific details defining the desired focus of this search? Please include the concepts, synonyms, keywords, acronyms, definitions, strategies, and anything else that helps to describe the topic. Please attach a copy of the abstract, background, brief summary, pertinent claims and any citations of relevant art you have found.

summary - April 24, 2004

Is this request for a BOARD of APPEALS case? (Circle One) YES NO

Title:

Management of Contacts in a Network

of Contact Centers.

Assignee: Nortel

Inventor:

Tony McCormack et al

① contact object

② agent object

③ contact/agent objects are replicated/synchronized

in the network of contact centers

contact objects: information which represents contacts

agent objects - information which represents an agent in the network of contact centers

- contacts are received directly at contact center

contact center % of autonomy

1st mode: contact serviced at initial contact center

pending

2nd mode: contact serviced at any suitable contact center

101645, 438

(ex. longest-idle agent)

STIC Searcher LANCE SEALEY

Phone 2-8666

Date picked up 10/6/06

Date Completed 10/6/06



Set	Items	Description
S1	67696	((TELEPHON? OR TELECOM? OR CELLULAR)(3N)NETWORK? ?) OR PSD-N? ? OR POTS? ? OR PSTN? ? OR UMTS? ? OR AIN? ?
S2	5	AU=(MCCORMACK T? OR MCCORMACK, T? OR MC()CORMACK T? OR MC(-)CORMACK, T? OR HESSION P? OR HESSION, P? OR ELBARSE A? OR ELBARSE, A? OR OCONNOR N? OR OCONNOR, N? OR O()CONNOR N? OR O()-CONNOR, N?) AND S1

? show files

File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)

(c) 2006 JPO & JAPIO

File 350:Derwent WPIX 1963-2006/UD=200663

(c) 2006 The Thomson Corporation

Set	Items	Description
S1	3197493	AGENT? ? OR CALLTAKER? ? OR CALL()TAKER? ? OR OPERATOR? ? - OR REPRESENTATIVE? ? OR REP? ?
S2	6555228	LOCATION? ? OR CENTER? ? OR INSTALLATION? ? OR PBX? ? OR B- RANCH OR BRANCHES OR ORGANI??????
S3	4933630	TRANSFER????? OR FORWARD??? OR ROUT??? OR SEND??? OR DISP- ATCH??? OR SENT OR REMIT????? OR REDIRECT??? OR SWITCH???
S4	253603	((TELEPHON? OR TELECOM? OR CELLULAR) (3N)NETWORK? ?) OR PSD- N? ? OR POTS? ? OR PSTN? ? OR UMTS? ? OR AIN? ?
S5	1955330	REPLICAT??? OR COPY??? OR COPIED OR DUPLICAT??? OR CLON???
S6	3677321	SYNCHRONI?????? OR SYNC OR SYMBIOTIC OR PARALLEL OR CONCUR- RENT?? OR SIMULTANEOUS?? OR SAME()TIME OR TANDEM OR TOGETHER - OR COLLATERAL?? OR CONTEMPORANEOUS??
S7	7	S1 AND S2 AND S3 AND S4 AND S5 AND S6
S8	0	AU=((MCCORMACK T? OR MCCORMACK, T? OR MC()CORMACK T? OR MC- ( )CORMACK, T?) AND (HESSION P? OR HESSION, P?) AND (ELBARSE A? OR ELBARSE, A?) AND (OCONNOR N? OR OCONNOR, N? OR O()CONNOR - N? OR O()CONNOR, N?))
S9	1	(AU=(MCCORMACK T? OR MCCORMACK, T? OR MC()CORMACK T? OR MC- ( )CORMACK, T? OR HESSION P? OR HESSION, P? OR ELBARSE A? OR E- LBARSE, A? OR OCONNOR N? OR OCONNOR, N? OR O()CONNOR N? OR O(- )CONNOR, N?) AND S4) NOT S7

? show files

File 2:INSPEC 1898-2006/Sep W4  
(c) 2006 Institution of Electrical Engineers

File 6:NTIS 1964-2006/Sep W4  
(c) 2006 NTIS, Intl Cpyrght All Rights Res

File 8:Ei Compendex(R) 1970-2006/Sep W4  
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File 34:SciSearch(R) Cited Ref Sci 1990-2006/Oct W1  
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File 35:Dissertation Abs Online 1861-2006/Sep  
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File 56:Computer and Information Systems Abstracts 1966-2006/Sep  
(c) 2006 CSA.

File 57:Electronics & Communications Abstracts 1966-2006/Sep  
(c) 2006 CSA.

File 60:ANTE: Abstracts in New Tech & Engineer 1966-2006/Sep  
(c) 2006 CSA.

File 65:Inside Conferences 1993-2006/Oct 06  
(c) 2006 BLDSC all rts. reserv.

File 94:JICST-EPlus 1985-2006/Jul W1  
(c) 2006 Japan Science and Tech Corp(JST)

File 95:TEME-Technology & Management 1989-2006/Oct W1  
(c) 2006 FIZ TECHNIK

File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Jul  
(c) 2006 The HW Wilson Co.

File 111:TGG Natl.Newspaper Index(SM) 1979-2006/Sep 22  
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File 144:Pascal 1973-2006/Sep W2  
(c) 2006 INIST/CNRS

File 256:TecInfoSource 82-2006/Jan  
(c) 2006 Info.Sources Inc

File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec  
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Set	Items	Description
S1	1509978	AGENT? ? OR CALLTAKER? ? OR CALL()TAKER? ? OR OPERATOR? ? - OR REPRESENTATIVE? ? OR REP? ?
S2	3490854	LOCATION? ? OR CENTER? ? OR INSTALLATION? ? OR PBX? ? OR B- RANCH OR BRANCHES OR ORGANI??????
S3	3333818	TRANSFER????? OR FORWARD??? OR ROUT??? OR SEND??? OR DISP- ATCH??? OR SENT OR REMIT???? OR REDIRECT??? OR SWITCH???
S4	67696	((TELEPHON? OR TELECOM? OR CELLULAR) (3N)NETWORK? ?) OR PSD- N? ? OR POTS? ? OR PSTN? ? OR UMTS? ? OR AIN? ?
S5	321409	REPLICAT??? OR COPY??? OR COPIED OR DUPLICAT??? OR CLON???
S6	3020114	SYNCHRONI?????? OR SYNC OR SYMBIOTIC OR PARALLEL OR CONCUR- RENT?? OR SIMULTANEOUS?? OR SAME()TIME OR TANDEM OR TOGETHER - OR COLLATERAL?? OR CONTEMPORANEOUS??
S7	2	S1 AND S2 AND S3 AND S4 AND S5 AND S6
S8	1	AU=((MCCORMACK T? OR MCCORMACK, T? OR MC()CORMACK T? OR MC- ( )CORMACK, T?) AND (HESSION P? OR HESSION, P?) AND (ELBARSE A? OR ELBARSE, A?) AND (OCONNOR N? OR OCONNOR, N? OR O()CONNOR - N? OR O()CONNOR, N?))
S9	141	(S1 AND S2 AND S3 AND S4 AND (MC=T01 OR MC=W01 OR IC=(G06F- -007/00 OR H04M-011/00))) NOT S7:S8
S10	106	S9 NOT AD=(20030421:20060906)
S11	27	S10 AND (S5 OR S6)

? show files

File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)

(c) 2006 JPO & JAPIO

File 350:Derwent WPIX 1963-2006/UD=200663

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6/5/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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0015411381 - Drawing available

WPI ACC NO: 2005-757459/200577

XRPX Acc No: N2005-625051

Contact center network, has contact memory and agent object memory to store contact and agent objects, respectively, where objects are replicated and synchronized at each of contact centers

Patent Assignee: ELBARSE A (ELBA-I); HESSION P (HESS-I); MCCORMACK T (MCCO-I); OCONNOR N (OCON-I)

Inventor: ELBARSE A ; HESSION P ; MCCORMACK T ; O'CONNOR N ; OCONNOR N

Patent Family (1 patents, 1 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update
US 20050240594	A1	20051027	US 2004828697	A	20040421	200577 B

Priority Applications (no., kind, date): US 2004828697 A 20040421

#### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 20050240594	A1	EN	11	4	

#### Alerting Abstract US A1

NOVELTY - The network has a contact object memory to store contact objects, where each object represents a different contact in a network of contact centers. An agent object memory (C) stores agent objects each representing a different agent in the network. The contact and agent objects replicate and synchronize at each of the centers. Each contact center is arranged to receive incoming contacts directly at that center.

DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- 1.a method of managing a contact in a network of contact centers
- 2.a computer program with instructions for managing a contact in a network of contact centers.

USE - Contact center network.

ADVANTAGE - The contact and agent objects are replicated and synchronized at each of the contact centers, thus reducing waiting time of the contact, and facilitating even distribution of the work load across the contact centers, and hence enabling each contact center to have a degree of autonomy.

DESCRIPTION OF DRAWINGS - The drawing shows a schematic view of a contact center using contact and agent objects.

C Agent object memory

14 Contact manager

16 Memory area

22 Workflow process manager

30 Agent manager

34 Query handler

Title Terms/Index Terms/Additional Words: CONTACT; NETWORK; MEMORY; AGENT; OBJECT; STORAGE; RESPECTIVE; REPLICA; SYNCHRONISATION; CENTRE

#### Class Codes

International Classification (Main): G06F-007/00

US Classification, Issued: 707010000

Set	Items	Description
S1	1088857	AGENT? ? OR CALLTAKER? ? OR CALL()TAKER? ? OR OPERATOR? ? - OR REPRESENTATIVE? ? OR REP? ?
S2	1346195	LOCATION? ? OR CENTER? ? OR INSTALLATION? ? OR PBX? ? OR B- RANCH OR BRANCHES OR ORGANI??????
S3	59694	(TRANSFER????? OR FORWARD??? OR ROUT??? OR SEND??? OR DIS- PATCH??? OR SENT OR REMIT???? OR REDIRECT??? OR SWITCH???) (5N- )S1
S4	103139	((TELEPHON? OR TELECOM? OR CELLULAR) (3N)NETWORK? ?) OR PSD- N? ? OR POTS? ? OR PSTN? ? OR UMTS? ? OR AIN? ?
S5	13887	(REPLICAT??? OR COPY??? OR COPIED OR DUPLICAT??? OR CLON??- ?) (5N)S2
S6	1526778	SYNCHRONI?????? OR SYNC OR SYMBIOTIC OR PARALLEL OR CONCUR- RENT?? OR SIMULTANEOUS?? OR SAME()TIME OR TANDEM OR TOGETHER - OR COLLATERAL?? OR CONTEMPORANEOUS??
S7	0	S3(10N)S4(10N)S5(10N)S6
S8	2	S3(100N)S4(100N)S5(100N)S6
S9	1	(S3 AND S4 AND S5 AND S6 AND IC=(G06F-007/00 OR H04N-011/0- 0)) NOT S8 .

? show files

File 348:EUROPEAN PATENTS 1978-2006/ 200640

(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20061005UT=20060928

(c) 2006 WIPO/Thomson

8/3,K/2 (Item 2 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00371730 \*\*Image available\*\*

**METHOD AND APPARATUS FOR AUTOMATIC CALL DISTRIBUTION**  
**PROCEDE ET EQUIPEMENT DE REPARTITION AUTOMATIQUE DES APPELS**

Patent Applicant/Assignee:

TELEFONAKTIEBOLAGET LM ERICSSON (publ),

Inventor(s):

KILANDER Sven,

SHEAHAN Christopher,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9712472 A1 19970403

Application: WO 96SE1200 19960925 (PCT/WO SE9601200)

Priority Application: US 95534199 19950926

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE HU IL  
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT  
RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AM AZ BY  
KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF  
BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 4831

Fulltext Availability:

Detailed Description

Detailed Description

... 20 removes the call from the queue and initiates a call transfer operation via the **PSTN** switch 14. **PSTN** switches such as the Ericsson AXE- IO readilNr support call transfer tv e functions. and...

...20 to the selected acent"s telephone. If the agent answers his/her telePhone. the **PSTN** switch 14 then routes the incoming call directly to that

I 0

agent"s telephone...

...caller. The caller and agent then

communicate over a direct telephone line connection via the **PSTN** 12 and **PSTN** switch 14.

The present invention also permits a selected call handling **agent** to later **transfer** the call to another call handling **agent** . This interagent call **transfer** may be desirable or otherwise necessary where a specialized or expert call handling agent is needed to provide the service requested by the caller. A call **transfer** between **agents** can be effected using the same call transfer procedure through the **PSTN** switch 14 as described above in conjunction with the call **center** server 20. Moreover, a **copy** of the data accumulated for this particular caller is **transferred** to the expert/specialist **agent** via the datalink 26 (e.g., the LAN 30 or WAN 28) which link the...

Set	Items	Description
S1	7888078	AGENT? ? OR CALLTAKER? ? OR CALL()TAKER? ? OR OPERATOR? ? - OR REPRESENTATIVE? ? OR REP? ?
S2	16911072	LOCATION? ? OR CENTER? ? OR INSTALLATION? ? OR PBX? ? OR B- RANCH OR BRANCHES OR ORGANI??????
S3	203733	(TRANSFER????? OR FORWARD??? OR ROUT??? OR SEND??? OR DIS- PATCH??? OR SENT OR REMIT???? OR REDIRECT??? OR SWITCH???) (5N- )S1
S4	837266	((TELEPHON? OR TELECOM? OR CELLULAR) (3N)NETWORK? ?) OR PSD- N? ? OR POTS? ? OR PSTN? ? OR UMTS? ? OR AIN? ?
S5	63660	(REPLICAT??? OR COPY??? OR COPIED OR DUPLICAT??? OR CLON??- ) (5N)S2
S6	8182587	SYNCHRONI????? OR SYNC OR SYMBIOTIC OR PARALLEL OR CONCUR- RENT?? OR SIMULTANEOUS?? OR SAME()TIME OR TANDEM OR TOGETHER - OR COLLATERAL?? OR CONTEMPORANEOUS??
S7	0	S3(10N)S4(10N)S5(10N)S6
S8	1	S3(100N)S4(100N)S5(100N)S6
S9	57	(S3 AND S4 AND S5 AND S6) NOT S8
S10	40	RD (unique items)

? show files

File 275:Gale Group Computer DB(TM) 1983-2006/Oct 05  
(c) 2006 The Gale Group

File 47:Gale Group Magazine DB(TM) 1959-2006/Oct 05  
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File 16:Gale Group PROMT(R) 1990-2006/Oct 05  
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File 624:McGraw-Hill Publications 1985-2006/Oct 06  
(c) 2006 McGraw-Hill Co. Inc

File 484:Periodical Abs Plustext 1986-2006/Oct W1  
(c) 2006 ProQuest

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(c) 2006 PR Newswire Association Inc

File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc

File 239:Mathsci 1940-2006/Nov  
(c) 2006 American Mathematical Society

File 370:Science 1996-1999/Jul W3  
(c) 1999 AAAS

File 696:DIALOG Telecom. Newsletters 1995-2006/Oct 06  
(c) 2006 Dialog

File 621:Gale Group New Prod.Annou.(R) 1985-2006/Oct 05  
(c) 2006 The Gale Group

File 674:Computer News Fulltext 1989-2006/Sep W1  
(c) 2006 IDG Communications

File 88:Gale Group Business A.R.T.S. 1976-2006/Oct 05  
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File 369:New Scientist 1994-2006/Aug W2  
(c) 2006 Reed Business Information Ltd.

File 160:Gale Group PROMT(R) 1972-1989  
(c) 1999 The Gale Group

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(c) 1999 Business Wire

File 610:Business Wire 1999-2006/Oct 06



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File 647: CMP Computer Fulltext 1988-2006/Nov W3  
(c) 2006 CMP Media, LLC  
File 98: General Sci Abs 1984-2006/Oct  
(c) 2006 The HW Wilson Co.  
File 148: Gale Group Trade & Industry DB 1976-2006/Oct 06  
(c) 2006 The Gale Group  
File 634: San Jose Mercury Jun 1985-2006/Oct 05  
(c) 2006 San Jose Mercury News  
File 636: Gale Group Newsletter DB(TM) 1987-2006/Oct 05  
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